UNIKEY

@hi Hello , my name is Hop L. I hope you are doing great. How may I help you with your booking?

@lan Which language would you prefer to communicate in this conversation?

@pp Thank you for your patience. I have already added passport information for you. Is there anything else you are concerned about?

@hope We hope for your understanding.

@nothing Unfortunately, there is nothing more we can do at the moment.

@mailbox Please ensure to check both your inbox and spam folder for the message.

@try Please try and let me know if it works or not.

@t4w Thank you for waiting. Upon checking,

@t4u Thank you for your understanding.

@t4p Thank you for your patience. As I checked,

@t4c Thank you for your confirmation. I will now cancel your booking and send the cancellation confirmation to your email. You will also receive an email when your refund has been processed.

@rbpax May I know which passenger would like to change?

@rbflt Would you like to rebook which flight: outbound or inbound or both?

@rb May I know the new date you want to change your flight to?

@rb1 Please note that seat and ticket prices change dynamically and

are subject to availability at the time of booking.

@rb2 Please note that we cannot guarantee baggage, seating or any additional products on a rescheduled flight, but we will do our best to accommodate you.

@rb3 Would you like to make the change today, or do you need more time to consider which day is best for your needs?

@nochg we will not make any changes to your booking without your permission.

@u I understand. Would you mind waiting for 5 minutes? I will look into this closely and carefully for you.

@pl Thanks for your confirmation. Let me make a payment link for you to pay. It won't take more than 5 minutes to make.

@pl1 Once you have purchased, I will send your ticket to our ticketing team to issue it for you. Please notice that this link will expire in 30 minutes.

@pl2 Thank you so much for making the payment, I have registered your payment on the system. Right now your ticket will be sent to our ticketing. Once your new ticket is issued, you will receive an email with your new itinerary and ticket number as soon as possible.

@pl3 Thank you so much. I have received the amount on our system. I will save the new flight and send it to our ticketing team to issue it for you now. You will receive the confirmation email via your email address within 30 minutes to 2 hours later.

@h Thank you for your information. Please give me 5 minutes for the checking. I will get back to you shortly.

@h1 I'm sorry to keep you waiting. Please give me 5 more minutes to work on your request. Thank you so much for your generosity.

@h2 The process might take up some time. I would appreciate it if you spare me 5 more minutes to check further on your booking. I will get back to you shortly.

@h3 Thank you for waiting after a long time. I would still need more time to work on your request. Please give me around 5 more minutes to check further on your booking.

@h4 Thank you so much for your patience. I can see that it has taken a bit too long, but not to worry, I am making sure all things are checked-out as I do not want to make a mistake on this booking. Please allow me another 5 minutes, I will be right back.

@h5 I would still need more time to work on your request. If you would like, I can send you the details via email. Or you can hold the chat in around 5 more minutes. May I ask for your preference?

@h6 I am still working on your request. Could you give me a few more minutes please? I appreciate your patience.

@h7 I am still carefully working on your request and will be completed in no time. Could you give me a couple more minutes please?

@h8 We highly appreciate your patience and waiting. Please allow a few minutes to check this for you.

@h9 Please give some more time to check for you. This progress takes more time than I expected, thank you for your patience.

@e Is there anything else you are concerned about?

@e1 In the meantime, is there anything else you need my support?

@e2 As for now, is there anything else I can assist you with?

@e3 May I ask if there is anything else I can help you with?

@e4 Is there anything else I can do for you today?

@cxlpax May I ask if both passengers would like to cancel?

@cxlflt May I ask if you want to cancel both the Departure and Return flights for both passengers?

@cb If you still would like to cancel the booking, please come back to us at your earliest convenience. Please note that no change has been made upon your ticket.

@cb1 If you still would like to rebook the booking, please come back to us at your earliest convenience and let us know the new date that you want to change. Please note that no change has been made upon your ticket.

@id pax idled // chat closed // sent mail// nfat.

@id1 came to chat and idled // chat closed //nfat.

@bagkg How many kilograms of baggage per person would you like to add?

@bagpax May I know which passengers would like to add baggage?

@bagcost Thank you for waiting. As per checking here, we could help you add the extra baggage, the cost will be for your whole trip. Would you like to proceed?

@bagflt May I ask if you would like to add baggage for both the outbound and inbound flights?

@247 If it still does not work, you can get back to us for further support. We are available 24/7 to assist you.

@2471 You can take time to think and come back to us when you have a decision. We are available 24/7 to assist you.

@3m I don’t want to rush you but I didn't receive a response, and I want to make sure we're still connected. Let me know by responding to the chat. Otherwise this chat will be closed in 3 minutes.

@5m I still haven't received a response, and it seems that you are no longer connected. This chat will now be closed. If you need further assistance, please do not hesitate to start a new chat. Thank you.

@5m1 It won't take more than 5 minutes.

@5m2 Please give me 5 minutes to check the cancellation policy for you.

@poq infd pax to escalate // pax agreed // chat closed // placed on queue.

@sc infd pax to transfer to SC // transferred to SC // chat closed.

@sc1 Your request needs to be handled by a different team, specialized in schedule changes. Please hold while I connect you to an agent from this team.
Thank you for your patience.
.
@nosc Thank you for waiting. As I checked, your flights were still confirmed in our system and we have not received any cancellation information from the airline.

@clarify Can you please clarify your request for better support?

@clarify1 I am having a hard time understanding your request, could you clarify your request?

@chgdate May I ask if you want to change the travel date?

@rule We hope you understand that we are always required to strictly follow the airline’s rules for the tickets you booked through us. As much as we want to support you, we cannot deviate from the airline’s rules since we are just a normal third party.

@bye Thank you for contacting us. Have a wonderful rest of your day!

@bye1 If you do not have anything else concerned, now this chat is closed. Thank you for using our service. Have a nice day!

@byedata Thank you for your understanding and cooperation. If you have any further questions or concerns, please do not hesitate to ask. Your security is our top priority.

@glad I am glad to hear that. I wish the best for you!

@happy I'm happy to assist.I wish the best for you!

@device May I know what device/system you are using to apply the voucher code? Is it Macbook, Window PC, Android or IOS?

@alias This is our alias email that we have created with the aim is to protect your personal information and to assist you to filter out spam email. Any relevant email regarding changes in flight or cancellation will be forward to your booking, we can take action accordingly.

@bad I am afraid I have got something not good to tell you that

@sym We sincerely apologize for the inconvenience you have experienced. Your loyalty and patience during this time are greatly appreciated.

@sym1 We deeply regret the issues you have encountered and I assure you that your satisfaction is our top priority. We appreciate your patience as we work diligently to resolve the matter.

@better I hope you will get better soon. I wish the best for you!

@missinfo Please kindly check my previous message to avoid missing important information.

@ig Please ignore the above message.

@rela As I checked, your name is different from the passenger in the booking. May I know the relationship between you and the passengers on the reservation?

@login Have you logged-in to the ticket successfully?

@noportal FL has no credentials with the portal.

@ob Departure Flight

@ib Return Flight

@a pax acked// chat closed// nfat.

@a1 pax acked and no made change// chat closed// nfat.

@a2 pax acked and no cxl // chat closed// nfat.

@resend I have sent you a confirmation and travel document of your booking which included every detail of your booking, please kindly check your mailbox for further information. You can check the total price of your booking on the confirmation, thank you.

@wish We wish you a pleasant flight and thank you for choosing Mytrip.

@id2 came to chat and left immediately// chat closed // nfat.

@id3 pax and FL joined the chat// FL left chat due to technical error// chat closed// nfat

@fee Please note that there will be a minimum fee to cancel on our side.

@access We cannot access the airline's website to check for you because the airline has restrictions on travel agents.

@sp Your request needs to be handled by our support team, so I will send your case to the urgent queue so that the case is put in the priority list and our team will get back to you as soon as possible.

@sp1 inf pax will send a case to sp and inf pax via email when it has a result// pax acked// chat closed// nfat.

@sp2 Thank you so much for waiting, regarding your case, we can see that our department is currently working on your request right now. As soon as our department confirms the refund from the airline, they will contact you immediately.

@sp3 checked case already on SP// adv pax wait// pax acked// chat closed// nfat

@sp4 Hi team, pls help pax check the cancellation for the OB. Kindly inform pax via email when the team has a result. Thank u team!

@sp5 As soon as our department has confirmed the details, they will contact you by phone call or emails (in case we are unable to reach you by phone).

@my It's my pleasure to assist you. Wishing you only the best!

@mod pax agreed and confirmed// chat closed// delete segment// modify order// sent conf mail// nfat.

@o stated rebook with Orinana// asked pax date

@infd Our team will inform you via email when we have a result.

@flex since you have the product flexible ticket so our service fee will not apply.

@flex1 As I checked, you have the product flexible ticket. Due to the terms and conditions of this product, we can not help you change the airport as well as the destination. We can only assist you with changing date and time.

@flex2 We're so sorry but Flexible tickets only apply to reschedule, not in case of cancellations.

@flex3 The product Flexible Ticket will help you waive the airline fee and our service fee. To reschedule, all you have to pay is the difference in tickets. Additionally, the difference in tickets to reschedule the flight is

@pla since your ticket is platinum so our service fee will not apply.

@etkt About the E-ticket / boarding pass, you will receive it when you check in online successfully or check in at the airport.

@go Email: customerservice@Gotogate.support Telephone: +1

786 405 85 11

@on On behalf of First Line

@emd Please reissue EMD if pax has. Thank you team so much.

@bo Please prioritize this refund case as FR mentions Before and After Departure time frame for ticket claim.

@pen asked abt the order// checked order pending// explained to pax// pax acked// chat closed// nfat.

@any Please note that any add-on products (such as baggage, seats, meals) or fees, are non-refundable under the airline rules.